

ABSTRACT OF THE DISCLOSURE

A control interface for linking a computer supported telephony application with a PBX switch  
5 utilizing CSTA protocols utilizes ActiveX properties, methods, events, and pages to access all of the events and services provided by the CSTA protocols. Common paradigms such as Invoke\_ID and timers are built in to the interface. The interface further provides statistics  
10 and diagnostics via property pages.

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